



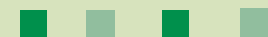
Public Works Update

City of Atlanta Department of Public Works • Summer 2004 • Volume 1, Issue 1



David E. Scott, P.E.
Commissioner
of Public Works

Just one year ago, June 16, 2003, Deputy Commissioner Donna Owens and I began a journey in the leadership of the Department of Public Works. To date, we have made tremendous strides toward our goal of making the Department of Public Works "Best in Class" not only in the state of Georgia, but in the nation. This is only made possible because of our dedicated employees and the continuous participation of citizens, business leaders and community partners. We thank you all for making this a stellar year and we look forward to many other great accomplishments.



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DPW repairs and reopens Mitchell Street Bridge

The Department of Public Works (DPW) recently completed repair work that allowed Mitchell Street Bridge, which had been closed since January, to reopen. The repairs allow the bridge to remain open until the Georgia Department of Transportation begins construction of a new bridge in 2007. The bridge is now safe for light vehicles, which are defined as: cars, vans, SUV's and pick up trucks - anything under 3 tons. No trucks or buses will be allowed on the bridge. There is now additional signage indicating weight restrictions, and the city will increase enforcement efforts to help prevent violations. Repair Designer **Billy Mitchel**, Maintenance Manager **Johnnie Moore III**, Bridge Maintenance Supervisor **John Roberts**, and many others worked on the bridge and prepared the area for the opening day. *Above: Concrete is applied as the base of a support pile erected under the bridge.*



Home garbage collection has nearly perfect record



If there's one thing Atlanta residents can count on it's having their trash picked up on schedule. That's because the missed pickup rate is less than 1%, said Solid Waste Collection Chief, **Michael Montford**. He supervises more than 170 people who drive 40 trucks. Each truck has a crew of two persons who alternate driving and collecting, and each crew's daily route covers about 650 homes. The collectors, called Solid Waste Operators, work out of two main substations, Lakewood located on Claire Drive, which primarily serves the southern part of the city, and Liddell on Northside Drive, which covers the northern part of the city. Montford feels that the efficiency is really a reflection of the employees' commitment. "They are proud of

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Pothole Posse Still on the Trail

As part of Mayor Shirley Franklin's continuing effort to repair potholes, the Department of Public Works (DPW) is on a drive to fill 1500 in six weeks. DPW is aggressively identifying and repairing potholes on arterial and collector streets. DPW has already eliminated



all potholes within a one mile radius of Peachtree and MLK. Crews are now expanding the radius to the remainder of the city. DPW has installed patch repair equipment on its 12 dump trucks to focus on repairs citywide. "This is just one of our many programs aimed at making the public right-of-way safer for the traveling public," said Public Works Commissioner David E. Scott, P.E. "We're doing an intense search and repair of potholes and also identifying issues that look like potholes but are really pavement recesses due to low manhole covers or other utilities." Citizens are asked to report potholes by calling 404-POTHOLE or email publicworks@atlantaga.gov.

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*Above: Members of
the Pothole Posse*

www.atlantaga.gov/Government/PublicWorks.aspx

Did you know?

■ In 1998, Americans generated 220.2 million tons of municipal solid waste of which: 22.2% (49 million tons) was recovered for recycling; 6 % (13.1 million tons) was recovered for composting; and 71.8 % (158.1 million tons) landfilled or combusted.

■ In the United States, the per capita generation of municipal solid waste (garbage) in 1998 was 4.46 pounds per person per day, compared to 4.43 pounds per person per day in 1995. This number is higher than European countries such as Germany, Italy, Spain, Switzerland, the Netherlands, and the United Kingdom which generate around two to three pounds per person per day.

■ Every ton of paper that gets recycled saves enough energy to heat the average home for 6 months (4100-kilowatt hours).

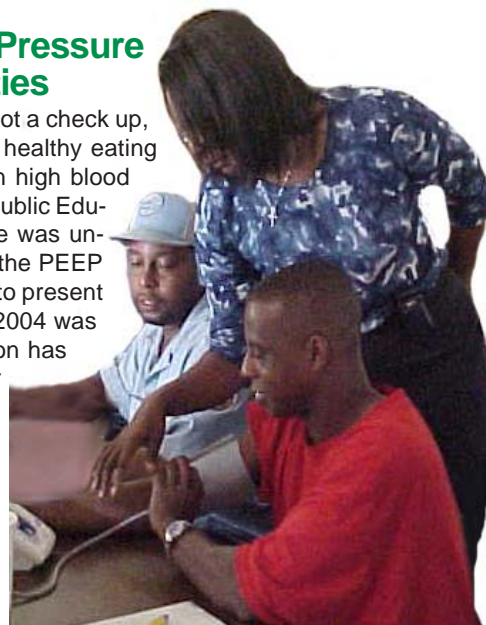
■ Recycling a 3-foot stack of newspapers saves one tree

Task Force Tackles Issues in Southwest Atlanta

Earlier this year Mayor Shirley Franklin assembled a team of City Department representatives to identify and address specific community issues. The objectives were to identify factors that are affecting quality of life in Southwest Atlanta and seek solutions to address those issues while helping to prevent procedural delays. Public Works Commissioner **David E. Scott, P.E.** chaired the group and charged department managers with many of the tasks. **Katrina Taylor** coordinated the effort. The group also included various members of the Office of Zoning and Planning. In conjunction with community concerns, the group focused on three primary areas: code and zoning violations, public works, and economic development. Some of the accomplishments are as follows: The project removed more than 199 tons of trash and other debris from the Southwest area in one day. To give some perspective on how much debris that is, it would be the equivalent of 34 full grown elephants. Also the effort was responsible for the removal of 42 tires and the cutting of grass on 3270 feet of right-of-way. In addition, the team swept 33 miles of curb and installed surveillance equipment (one camera to date). The effort is also responsible for a new illegal dumping policy. Citizens are asked to keep Public Works informed of issues in the southwest area by calling 404-330-6240 or emailing publicworks@atlantaga.gov.

Safety Administrator Brings Blood Pressure Screenings to Public Works Facilities

When DPW Safety Administrator **Nancy Barrington** got a check up, her doctor instructed her to do three things: begin a healthy eating plan, increase physical activity and take a course on high blood pressure given by a nonprofit education group called Public Education and Early Prevention (PEEP). For months she was unable to fit the class into her schedule. So she asked the PEEP instructor to come to the Department of Public Works to present the class for employees. The first class in February, 2004 was at the North Avenue facility. Since then Ms. Barrington has brought in the instructor to give the course at other DPW facilities, and she plans to have the session presented to all employees by the end of the summer. "Our goal is to go to all the facilities to give information and teach employees to take responsibility for their own health. At the employee sessions the instructor gives a presentation on high blood pressure, and then teaches employees to take their blood pressures with an electronic monitor. Ms. Barrington, notes the class has possibly been lifesaving. "At one location, we found a person whose blood pressure was so high, he had to be rushed to emergency treatment. His blood pressure was 230/170 and normal reading would be 120/80." She noted that the employee, who drove a city truck, could have passed out at any moment from the condition.



Safety Administrator Nancy Barrington (standing) assists Kenneth Brooks in taking his blood pressure

trimmings

yard The Solid Waste schedule for yard trimming is based on operation during full weeks of the month. The first full week begins on a Monday and ends on Friday. Therefore, the yard trimming schedule for July begins on the 5th. This is the first pick-up week of July. For information call 404-330-6333

Employees design and select logo

When considering the first official logo for the Department, Commissioner Scott wanted to get Public Works employees involved.



He invited all employees to participate in a contest to design the logo that will be used on uniform patches, vehicles, etc. The final designs came from **Tony Turman, Gitionia Morrison, and Phillip Buffington**, and were presented to employees during National Public Works week. Employees voted from among the finalists and chose the design submitted by Phillip Buffington of the Heavy Truck Shop in Motor Transport. The design incorporates the city skyline, and road, a clean grassy field, and the hands of the employees. As winner, Buffington will be treated to lunch by the Commissioner.



Pictured: Contest winner Phillip Buffington of Motor Transport and his winning design.

Public Works Celebrates NATIONAL PUBLIC WORKS WEEK

The third full week of May is designated as National Public Works Week by the American Public Works Association. The City of Atlanta Department of Public Works celebrated the week with a two-day exhibit in the Atrium May 17th and 18th. The activities in the Atrium included table displays from various Public Works divisions including Solid Waste Services and Traffic and Transportation. There were also tours of the Transportation Control Center, which monitors traffic movement from cameras throughout the City, and an exhibit that listed Public Works projects underway or planned through 2005. Coordinated by **Pamela Wilson, Earl Sims, Valerie Bell-Smith, Katrina Taylor and Reggie Buchanan**, the event culminated with Mayor Shirley Franklin and Commissioner Scott presenting certificates to youth from Mechanicsville neighborhood. The youth have shown leadership in restoring blighted or defaced areas, recycling, or writing essays encouraging community cleanup. National Public Works Week is a celebration of the tens of thousands of men and women who provide and maintain the infrastructure and services collectively known as public works. The week was instituted by the American Public Works Association in 1960 to highlight the importance of public works in community life. The association seeks to enhance the prestige of the often-unsung heroes of our society— the professionals who serve the public good every day with quiet dedication. (The logo above was provided by APWA for t-shirts and certificates)



Pictured : (1) Tony Turman and Vonita Chamblis greet a citizen at the exhibit; (2) Mayor Franklin, Commissioner Scott, Deputy Commissioner Owens and Dist. 4 Councilwoman Clea Winslow; (3) Mayor Franklin greets honorees.

Deputy Commissioner brings early life lessons to position



Donna Owens, CPM learned early in life to take care of her community. Now, in her role of Deputy Commissioner of Public Works charged with leading the Bureau of Solid Waste Services, Ms. Owen's early lessons are never far from her heart. "My mother taught us that littering was against the moral law. When she saw the streets full of trash and the trash can empty, she was livid," recalls Ms. Owens. Those impressions have propelled Ms. Owens into prominence in a field that has been traditionally dominated by males. She was the first woman to serve as assistant chief of the Maintenance Division for the city of Baltimore. She was the first female Chief of Street Cleaning for Washington, D.C. and she was the first woman to head the city of Atlanta's Bureau of Solid Waste services, a division of Public Works. Now with a year in that post, Ms. Owens recently assumed the additional responsibility of managing all of the Department's day to day operations. Still she is heavily involved in running the Bureau of Solid Waste Services and is improving the service delivery in those functions. Under Ms. Owens, the delay times for bulk pick-ups has

been decreased and the bureau has adopted a new method of collecting bulk by dividing the city into quadrants. The bureau has also increased emphasis on preventing and citing [continued on back](#)

DPW: In Touch With the Community

Department of Public Works executives and managers frequently attend community meetings in order to keep in touch with the needs and concerns of our public. Just a few of the meetings Commissioner Scott and/or members of his management team have attended recently include: NPU Officer's Meeting - April 17; Midtown Business Association meeting - April 29; Mayor's Community Partners Briefing on Transportation Issues - May 6; Community Meeting at Mt. Carmel Baptist Church - May 20, Mayor's Walkable Taskforce meeting with community- May 26; Washington Heights Community Meeting June 7; District 3 Town Hall Meeting - June 8. Also, DPW has staff liaisons assigned to each Neighborhood Planning Unit (NPU); and the liaisons attend all NPU meetings.

(pictured: Commissioner Scott hears a citizen's concern at District 3 Town Hall Meeting).



Strategic Planning Initiative

DPW is in the process of creating a Strategic Plan based on nine initiatives identified at a departmental staff retreat in December, 2003. The initiatives, based upon six core values, tie into the Department's Vision and Mission. Led by Management Analyst **Earl Sims**, five teams are currently working to provide specifics on how to carry out the plan.

DPW joins effort in Olympic Torch Relay

DPW solid waste employees spent several days cleaning and pruning streets that were part of the Olympic Torch Relay. On relay day, April 18, Commissioner Scott came out to salute Olympic Torch Bearer Valerie Jackson on the trail through Atlanta.



Shirley Franklin Mayor

Atlanta City Council

Carla Smith

Debi Starnes

Ivory Lee Young, Jr.

Cleta Winslow

Natalyn Mosby Archibong

Anne Fauver

Howard Shook

Clair Muller

Felicia Moore

C. T. Martin

Jim Maddox

Vernell Mosley

Ceasar Mitchell, Post 1
President Pro-Tem

Mary Norwood, Post 2

H. Lamar Willis, Post 3

List of recycled items changed this year By Nancy Barrington

Curbside recycling in Atlanta has undergone many changes since it began 12 years ago. On February 1, 2004, the latest transition began when mixed paper was added to curbside collection along with old newspapers, steel and aluminum cans, glass bottles and jars, and plastics #1 and #2 that originally contained consumable items. Mixed paper is: **OLD MAGAZINES AND CATALOGUES, JUNK MAIL, OFFICE PAPER AND ENVELOPES, TELEPHONE DIRECTORIES, BOXBOARD (cereal, shoe, tissue boxes)** Residents are asked to put mixed paper in a large envelope or brown kraft paper grocery bag in order to keep it separated from old newspaper. There are two drop-off locations for corrugated cardboard, at 128 Claire Drive SE and 1540 Northside Drive NW, were set up on February 1 as well. Newspaper articles appeared, and e-mail information was sent out to Atlanta recyclers. By March 1, the volume of mixed paper had increased. **Citizen Input Is Encouraged.** Any suggestions you may have regarding the Department of Public Works, Recycling Program you may submit via e-mail to jswpoe@atlanta.ga.gov. Help us create a Best-in-Class recycling program.



Breakfast with the Commissioner

In recognition of his one year with DPW Commissioner Scott provided a breakfast meeting for field employees. Two sessions were held: one at Lakewood and one at Maddox Park. The sessions allowed employees to hear about Department operations and events and express concerns and questions to upper management.

"DPW Stat" Improves Efficiency

Commissioner Scott has implemented an internal performance management system it calls "**DPWStat**". Based on the highly successful "CitiStat" system developed in Baltimore, DPWStat provides a highly focused and detailed management tool to monitor performance of key Public Works activities and the quality of service delivery. Used in conjunction with the Mayor's Dashboard system, DPWStat extends and enhances the management control of activities in the Office of Transportation, Solid Waste Services, and Fleet Management. Critical measures such as the use of overtime, absenteeism rates, and operational performance measures are tracked, analyzed, discussed, and real solutions developed and implemented through bi-weekly meetings with managers and staff. Geographic Information Systems technology is being integrated with DPWStat to provide mapping of selected events. Since last fall, DPWStat has provided detailed information on services such as: work on traffic signals and signs; repair of potholes; resurfacing; sidewalk construction; garbage pick-up, yard trimmings and bulk pick-up; street sweeping and more.



A "SWEET" Program

The Bureau of Solid Waste has mobilized the Solid Waste Education and Enforcement Team or "SWEET" which works in conjunction with the Department of Planning to enforce Solid Waste Ordinance 130. The ordinance governs the appropriate disposition of solid waste. The SWEET members go into neighborhoods to speak to community organizations. "We have found that many ordinance violations result from people not understanding rules and procedures," said **Verna Singleton** who oversees the team. "The education and enforcement effort will help give the community more insight on various Solid Waste issues." *Left: Members of SWEET*

Donna Owens
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illegal dumping. There is also a new solid waste team that educates the community. In an effort to reach out to labor employees, Ms. Owens enacted the department's Labor Management Partnership, which aims to resolve labor issues before they become major problems. These days, Ms. Owens also is keenly focused on the social effects of trash. "When you litter and deface your community, you are violating yourself, really because you have to live there," Ms. Owens said. "Most people do it for two reasons, one they feel a sense of despair and hopelessness. The second is that they do it as an act of rebellion against authority." Ms. Owens plans to do a series of community empowerment talks to address such issues. A Detroit native, Ms. Owens received her Bachelor's degree from Hood College in Frederick Maryland. She received her CPM designation from George Washington University in Washington D.C.

Garbage Pick-Up
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what they do," he said. "Their's is the most important job in the city. It's the only city job where citizens see them once a week. There's no other department in the city where employees are more visible." Montford, who has been with the city 13 years, has recently instituted a new system that rewards Solid Waste Operators for being more efficient on their routes. They have certain standards they must keep, he noted. For example, they must place the trash receptacles back in the same place they picked them up, and they must pick up any debris that takes less than five minutes to retrieve. All heavy or bulky items are referred to bulk pick up crews who work on a separate schedule.

DPW has established a new phone number to report illegal dumping:

404-521-DUMP(3867)

The Public Works Update Newsletter is produced by **Public Information Officer Pamela Wilson**. If you have ideas for the newsletter or if you wish to submit an article, please e-mail the item to pwilson@atlantaga.gov or call (404) 330-6240. Digital photos welcome!